

JEANNA
NOEL

814) 657-2653
jeanna.noel@outlook.com
926 State Route 157
Oil City, PA 16301



S U M M A R Y

Enthusiastic, experienced Workforce Development Analyst and Supervisor offering over 10 years' experience in team building, employee training, recruiting, and continuous improvement. Seeking a new, challenging opportunity where my **people-centered approach** and **critical thinking skills** will be used to promote excellence in employee experience and workplace culture. Career supported by advanced degree in psychology - a highly analytical field requiring strong research, communication, and interpersonal skills.

S K I L L S

Critical Thinking & Problem Solving
Key Skilling & Recruiting
Program Implementation & Evaluation
Coaching & Empowerment
Collaboration & Team Building
Customer Experience & Continuous Improvement
Positive Influencer
Computer-savvy

E D U C A T I O N

M.A. - Clinical Psychology
Edinboro University of Pennsylvania
5/2007

- 4.0 GPA
- Relevant Coursework:
 - Behavioral Change
 - Motivation & Learning
 - Clinical Research Methods

W O R K E X P E R I E N C E

- Clerical Supervisor (HR Liaison)**5/2021 - 9/2022
Pennsylvania Game Commission
- Collaborate with management team on employee training needs, culture and engagement, and personnel matters
 - Participate in interview, selection, and training of personnel
 - Coordinate all personnel actions including justifications for creating and filling positions, employee onboarding and other HR-related functions
 - Prepared employee help guides for work-related injuries and travel expense reports; complete injury report and travel expense reports for 100+ employees
- Workforce Development Analyst 2**11/ 2018 - 6/2020
Pennsylvania Department of Labor & Industry
- Provide oversight and technical assistance to local workforce development board grantees to assist them in meeting the objectives of the federal Workforce Innovation and Opportunity Act (WIOA)
 - Collect and examine data, conduct on-site audits, and monitor compliance of grantees' administrative and programmatic systems
 - Analyze trends in findings and promising practices; identify training and technical assistance needs; develop training plans and materials; share promising practices
 - Prepare and present monitoring reports/certifications
 - Develop monitoring plans and tools; adjust plans and tools as needed to promote efficiency and effectiveness
 - Participate in weekly team meetings
 - Answer inquiries and provide guidance to stakeholders

Program Supervisor (Workforce Development)

5/ 2012 - 11/2018

Pennsylvania Department of Labor & Industry

- Collaborate with regional management team to execute strategic plans, develop performance indicators, and measure impact of recruitment, job placement, and training services
- Identify strengths and deficiencies in service delivery and workflow; promote continuous improvement strategies to enhance experiences for both employers, job seekers, and staff
- Assist employers in evaluating and strengthening their workforce, including completing job analyses, developing job descriptions and minimum requirements, applying occupational wage information, developing career ladders, and succession planning
- Promote workforce services to the public and other stakeholders through community and economic development partnerships, meetings, job fairs and recruiting events, social media, radio ads, email blasts, brochures, and targeted marketing
- Develop and implement region-wide staff training projects; develop technical assistance guides including desk guides, assessment forms, intake and service menus for customers, and revised procedures
- Meet with partner agencies to cross promote services and streamline referral process for shared customers
- Collect and analyze data to evaluate program outcomes and enhancements
- Supervise and coach integrated teams of workers
- Interview, select, train and mentor new employees
- Evaluate employee performance and complete reviews
- Serve as Equal Opportunity Liaison; gather information on complaints; promote diversity and inclusion practices
- Prepare bi-weekly and quarterly accomplishment reports
- Serve as local office administrator for PA CareerLink® website and system of record; identify and troubleshoot IT issues; provide technical assistance and training to staff and customers

Employment & Business Specialist

8/2010 - 5/2012

Pennsylvania Department of Labor & Industry

- Interview job seekers, perform key skill analysis, and refer them to suitable job openings
- Pre-screen applicants and contact employers to make referrals
- Establish rapport and provide ongoing support to customer
- Use structured interviews and objective assessments to evaluate strengths, barriers, and increase understanding of customers' career and training needs
- Assist employers with hiring needs by writing job descriptions, matching candidates, coordinating job fairs and recruitment events, and promoting veteran hiring, on-the-job training, tax credits, federal bonding, apprenticeships, and grant opportunities
- Create and facilitate workshops for job seekers and employers